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**QUARTERLY SERVICE QUALITY REPORT**

**SOUTH CAROLINA OPERATIONS**

COMPANY NAME Alternative Phone, Inc.

QUARTER / YEAR 2ND / 2013

	MONTH: <u>APR</u>	<u>MAY</u>	<u>JUN</u>
Number of Customer Access Lines	<u>37</u>	<u>39</u>	<u>34</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>1/02%</u>	<u>1/02%</u>	<u>0/0%</u>
Customer Out of Service Clearing Times (%)	<u>100</u>	<u>100</u>	<u>100</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>100</u>	<u>100</u>	<u>100</u>
Commitments Fulfilled (%)	<u>100</u>	<u>100</u>	<u>100</u>
Number of Lifeline Customers	<u>30</u>	<u>32</u>	<u>29</u>

Comments / Explanations: \_\_\_\_\_

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2013 Qtr 1 Cert.# L-0194

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